IN THE CLAIMS

Kindly amend the claims as follows:

1. (Currently amended) A speaker segmentation method for associating an at least one segment of speech for each of at least two sides of ~~an at least one~~ a summed audio interaction, with one of the at least two sides of the summed audio interaction, using additional information, the method comprising:

    a receiving step for receiving the ~~at least one~~ summed audio interaction from a capturing and logging unit;

    a segmentation step for associating the at least one segment with one side of the ~~at least one~~ summed audio interaction, the segmentation step comprising

    a parameterization step for transforming a speech signal into a set of feature vectors and dividing the set into non-overlapping segments;

    an anchoring step for locating an anchor segment for each of the at least two sides of the summed audio interaction, the anchoring step comprising:

        selecting a homogenous segment as a first anchor segment;

        constructing a first model of the homogenous segment; and

        selecting a second anchor segment such that its model is different from the first model; and

    a modeling and classification step for associating at least one second segment with each side of the summed audio interaction; and

    a scoring step for assigning a score to said segmentation.

2. (Currently amended) The method of claim 1 wherein the additional information is at least one item selected from the group consisting of: computer-telephony-integration information related to the ~~at least one~~ summed audio interaction; spotted words within the ~~at least one~~ summed audio interaction; data related to the ~~at least one~~ summed audio interaction; data related to a speaker thereof; external data related to the ~~at least one~~ summed audio interaction; ~~or~~ and data related to at least one other interaction performed by a speaker of the ~~at least one~~ summed audio interaction.

3. (Original) The method of claim 1 further comprising a model association step for scoring the at least one segment against an at least one statistical model of one side, and obtaining a model association score.

4. (Currently amended) The method of claim 1 wherein the scoring step uses discriminative information for discriminating the at least two sides of the ~~summed audio~~ interaction.

5. (Original) The method of claim 4 wherein the scoring step comprises a model association step for scoring the at least one segment against an at least one statistical model of one side, and obtaining a model association score.

6. (Original) The method of claim 5 wherein the scoring step further comprises a normalization step for normalizing the at least one model score.

7. (Currently amended) The method of claim 4 wherein the scoring step comprises evaluating the association of the at least one segment with a side of the ~~summed audio~~ interaction using ~~second~~ additional information.

8. (Currently amended) The method of claim 7 wherein the ~~second~~ additional information is at least one item selected from the group consisting of: computer-telephony-integration information related to the ~~at least one~~ ~~summed audio~~ interaction; spotted words within the ~~at least one~~ ~~summed audio~~ interaction; data related to the ~~at least one~~ ~~summed audio~~ interaction; data related to a speaker thereof; external data related to the ~~at least one~~ ~~summed audio~~ interaction; ~~or~~ and data related to at least one other interaction performed by a speaker of the ~~at least one~~ ~~summed audio~~ interaction.

9. (Original) The method of claim 1 wherein the scoring step comprises statistical scoring.

10. (Original) The method of claim 1 further comprising:

a step of comparing said score to a threshold; and

repeating the segmentation step and the scoring step if said score is below the threshold.

11. (Currently amended) The method of claim 10 wherein the threshold is predetermined, or dynamic, or depends on: information associated with said ~~at least one~~ ~~summed audio~~ interaction, information associated with an at least one speaker thereof, or external information associated with the ~~summed audio~~ interaction.

12. (Cancelled)

13. (Currently amended) The method of claim 1 wherein the anchoring step or the modeling and classification step comprise using ~~second~~ additional data.

14. (Currently amended) The method of claim 13 wherein the ~~second~~ additional data is at least one item selected from the group consisting of: computer-telephony-

integration information related to the ~~at least one~~ summed audio interaction; spotted words within the ~~at least one~~ summed audio interaction; data related to the ~~at least one~~ summed audio interaction; data related to a speaker thereof; external data related to the ~~at least one~~ summed audio interaction; ~~or~~ and data related to at least one other interaction performed by a speaker of the ~~at least one~~ summed audio interaction.

15. (Currently amended) The method of claim 1 further comprising a preprocessing step for enhancing the quality of the summed audio interaction.

16. (Currently amended) The method of claim 1 further comprising a speech/non-speech segmentation step for eliminating non-speech segments from the summed audio interaction.

17. (Original) The method of claim 1 wherein the segmentation step comprises scoring the at least one segment with a voice model of a known speaker.

18. (Currently amended) A speaker segmentation apparatus for associating an at least one segment of speech for each of at least two speakers participating in an ~~at least one~~ audio interaction, with a side of the interaction, using additional information, the apparatus comprising:

a segmentation component for associating an at least one segment within the audio interaction with one side of the ~~at least one~~ audio interaction, the segmentation component comprising:

a parameterization component for transforming a speech signal into a set of feature vectors and dividing the set into non-overlapping segments;

an anchoring component for locating an anchor segment for each of the at least two sides of the audio interaction, the anchoring component selecting a homogenous segment as a first anchor segment, and a second anchor segment having a statistical model different from a statistical model associated with the first anchor segment; and

a modeling and classification component for associating at least one second segment with each side of the audio interaction; and

a scoring component for assigning a score to said segmentation.

19. (Currently amended) The apparatus of claim 18 wherein the additional information is at least one item selected from the group consisting of: computer-telephony-

integration information related to the ~~at least one~~ audio interaction; spotted words within the ~~at least one~~ audio interaction; data related to the ~~at least one~~ audio interaction; data related to a speaker thereof; external data related to the ~~at least one~~ audio interaction; ~~or~~ and data related to at least one other interaction performed by a speaker of the ~~at least one~~ audio interaction.

20. (Currently amended) A quality management apparatus for interaction-rich speech environments, the apparatus comprising:

a capturing or logging component for capturing or logging an at least one audio interaction in which at least two sides communicate;

a segmentation component for segmenting the at least one audio interaction, the segmentation component comprising:

a parameterization component for transforming a speech signal into a set of feature vectors and dividing the set into non-overlapping segments;

an anchoring component for locating an anchor segment for each of the at least two sides of the at least one audio interaction, the anchoring component selecting a homogenous segment as a first anchor segment, and a second anchor segment having a statistical model different from a statistical model associated with the first anchor segment; and

a modeling and classification component for associating at least one second segment with each side of the at least one audio interaction; and

a playback component for playing an at least one part of the at least one audio interaction.

21. (Cancelled)

22. (Previously presented) The method of claim 1 wherein the homogenous segment is selected by spotting a predetermined phrase.

23. (Cancelled)